



## 10TH ANNUAL ILLINOIS PUBLIC SERVICE INSTITUTE

October 2 - 7, 2011  Keller Convention Center  Effingham, Illinois

January 2011

Dear Public Service Professional:

We are pleased to invite you to attend the Tenth Annual Illinois Public Service Institute (IPSI) to be held October 2 through October 7, 2011 at the Keller Convention Center in Effingham, Illinois.

The IPSI Planning Committee has carefully planned a program built to address the challenges faced by public service professionals representing communities of all sizes. The IPSI course is divided into three one-week sessions focusing on leadership development, service excellence and personal supervisory skills. The sessions are non-sequential and one may begin the three-year cycle at any time.

Complete registration information, with the fees is included. The tuition is \$695 plus the housing costs which start at approximately \$80 per day plus the room tax. Institute activities begin with registration on Sunday afternoon and end at noon on Friday. Classes are held from 8:00 AM to 5:00 PM daily, with the exception of Monday when classes extend into the evening. Participants are expected to attend evening functions that include classes, group meals and activities. Wednesday afternoon and evening are considered "free time" and a wide variety of activities are available for participants looking for opportunities to get better acquainted with peers from across the state.

The IPSI Advanced Institute is a two and one-half day program held in conjunction with the Basic Institute. This program overlaps with the Basic Institute and gives graduates an opportunity to return to IPSI for refresher courses and also to reconnect with other graduates of the program. Advanced Institute participants join the Basic participants with registration on Sunday afternoon through Wednesday at noon and they are encouraged to join in all the activities offered on Sunday through Wednesday.

Continuing Education Credit is available as well as college credit through Southern Illinois University and Northern Illinois University. Both Universities will offer up to three hours of academic credit in an independent study format at either the undergraduate or graduate level for completion of each year of the Institute. Information about college credit and continuing education credit will be available at the beginning of the Institute.

IPSI continues to grow. To maintain the best possible learning environment we must limit the number of people registering for their first year to a maximum of fifty. In recent years, there have been people that were not able to register because the class was full. So keep in mind that the class size is limited and register early.

IPSI is an outstanding program that will help you reach your professional goals and enhance your effectiveness and efficiency on the job. If you have any questions please contact Mary Bender at 231-797-5536 or mbender102@aol.com. Information will be updated regularly on the website [www.ilpsi.org](http://www.ilpsi.org).

Sincerely,

**Richard Bering**

Chairman  
IPSI Advisory Council

**FOCUS** 2011  
**ON LEADERSHIP**



APWA Illinois Chapter  
APWA Chicago Metro Chapter

# 10TH ANNUAL ILLINOIS PUBLIC SERVICE INSTITUTE

October 2 - 7, 2011 Keller Convention Center Effingham, Illinois

## IPSI PLANNING COMMITTEE

### KELLY AMIDEI

Village of Libertyville  
*Representing Illinois Assistant Municipal Managers Association*

### RICHARD BERNING

*Representing APWA Illinois Chapter*

### LARRY COLONI

Village of Forsyth  
*Representing APWA Illinois Chapter*

### PAM DONNEWALD

*Representing Illinois Municipal League*

### CYNTHIA FLOWER

Bollinger, Lach, and Associates  
*Representing IPSI Class of 2008*

### JOHN HEINZ

Village of Libertyville  
*Representing APWA Metro Chapter*

### LARRY LUX

Lux Advisors, LTD  
*Representing APWA Metro Chapter*

### JAMES H. NORRIS

Village of Hoffman Estates  
*Representing Illinois City/County Management Association*

### STEPHEN K. PAGE

City of Elgin Water Department  
*Representing ISAWWA*

### ALLEN PERSONS

Village of Plainfield  
*Representing ISAWWA*

### DOUG F. PAULUS

Hampton Lenzi and Renwick  
*Representing APWA Metro Chapter*

### JEFFREY SMITH

City of Peoria  
*Representing APWA Illinois Chapter*

### TONY TORRES

Director of Operations DPW  
*Village of Bolingbrook*  
*Representing Class of 2009*

### ROLAND WHITE

City of Champaign  
*Representing APWA Illinois Chapter*

### LEWIS BENDER, PH.D.

Southern Illinois University  
*Facilitator and Instructor*

### MARY BENDER

Program Coordinator IPSI



## IPSI PARTNERS

- APWA Chicago Metro Chapter
- APWA Illinois Chapter

## IPSI SPONSORS

- Southern Illinois University Edwardsville
- Northern Illinois University
- Illinois Municipal League
- Illinois Water Environment Association
- Illinois Section, American Water Works Association
- Illinois City/County Management Association
- Illinois Assistant Municipal Managers Association

## Here are some excerpts from the evaluations of IPSI 2010!

- This was by far the best training of any kind. Everyone involved is passionate to be here. The interaction between one another is infectious. Lew is inspirational to all of us. This was my third year, and every year just got better. I hope that I will have the chance to return for advanced sessions in the future. Thank you for your time and this opportunity to succeed.
- I must say, this may be the most useful training I have ever attended. This year has especially been extremely informative and it applies directly to my life and my job. Thank you!
- I have been in public works for 28 years and in management for 19 years. This is my first year attending and by far the best management training I have ever been to in 25 years.

## LODGING

### HILTON GARDENS

Connected to  
Keller Convention Center  
1301 Ave of Mid America

**\$87.92**

*including applicable taxes*  
(217) 540-7777

### HOLIDAY INN EXPRESS

Adjacent to  
Keller Convention Center  
1103 Avenue of Mid America

**\$87.92**

*including applicable taxes*  
(217) 540-1111

### COUNTRY INN & SUITES

Adjacent to  
Keller Convention Center  
1200 North Raney

**\$72.15**

*includes applicable taxes*  
(217) 540-5555

*Be sure to mention that you are with IPSI when you make your room reservation.*

**REGISTRATION INFORMATION**

**IPSI Basic**

**OCTOBER 2 – OCTOBER 7**

**\$695**

early registration

*If payment is received before 9/9/11.*

**\$745**

late registration

*If payment is received after 9/9/11.*

Registration includes classes, materials, breaks and these meals:

- Lunch on Monday, Tuesday, Thursday
- Breakfast Monday through Friday
- Dinner on Sunday, Tuesday, Thursday

*Class size for Basic 1 is limited to 50 people.*

**IPSI Advanced**

**OCTOBER 2 – OCTOBER 4**

**\$225**

early registration

*If payment is received before 9/9/11.*

**\$275**

late registration

*If payment is received after 9/9/11.*

Registration includes classes, materials, breaks and these meals:

- Lunch on Monday and Tuesday
- Breakfast Monday, Tuesday and Wednesday
- Dinner on Sunday and Tuesday

*Available only IPSI Alumni.*

**Three Year Curriculum**

**FOCUS ON LEADERSHIP**

**OCTOBER 2 - OCTOBER 7, 2011**

- Challenges and Solutions for Leadership in Public Service
- Leadership Styles
- It's a Matter of Your Style!
- Your Rights as a Supervisor and Their Rights as Employees
- Managing Generational Differences in the Workplace
- Communication – Loyalty - Motivation
- Followership
- Eureka to Action

**SERVICE EXCELLENCE**

**OCTOBER 7 - OCTOBER 12, 2012**

- Defining Excellence in Public Works
- Organizing for Success
- Communication Skills
- Best Practices in Public Works
- Successful People
- Performance Appraisals
- Managing Change
- Mastering Customer Service
- Creating an Action Plan

**PERSONAL SUPERVISORY SKILLS**

**OCTOBER 6 - OCTOBER 11, 2013**

- Supervisory Do's and Don'ts
- Living with Your Union Contract
- Strategic Planning and Group Decision Making
- Communication Skills
- Creating Performance Appraisals
- Managing Problem Employees in the Workplace
- Conflict Communications
- Creative Problem Solving
- Creating a Personal Action Plan





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## REGISTRATION FORM

First Name \_\_\_\_\_  
(As you wish it to appear on your certificate.)

Last Name \_\_\_\_\_

First Name \_\_\_\_\_  
(For name tag.)

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_  
Confirmation will be sent via email, please print clearly or type.

Special needs? \_\_\_\_\_  
(Handicapped, hearing, visual, diet, etc.)

### SHIRT CHOICES:

Men's with pockets  Men's without pocket  Ladie's size without pocket

### SHIRT SIZES:

SML  MED  LG  XLG  XXL  XXXL  XXXXL



## IMPORTANT NOTES

- Refer questions to Mary Bender 231-797-5536 or mbender102@aol.com
- Please keep a copy of the registration form for your records.
- Pay early and save. Payment must accompany registration form and be postmarked by 9/9/11.
- Cancellation requests received in writing by September 9 will receive a refund minus a \$50 administrative charge.
- Cancellation requests received after September 9 and "no shows" will not be entitled to any refund.
- A substitute from the same community can be arranged at any time, a \$50 fee will apply after September 10.
- First year class is limited to 50 participants and will be on a first come, first serve basis.
- Financial assistance is available through a limited number of scholarships. A list of organizations that are offering IPSI Scholarships can be found on the web site www.ilpsi.org.
- Scholarship applicants must submit the registration form and note the payment is pending due to the scholarship request. Deadlines apply to scholarship applicants.

### IPSI Basic OCTOBER 2 – OCTOBER 7

**\$695** early registration  
If payment is received before 9/9/11.

**\$745** late registration  
If payment is received after 9/9/11.

Registration includes classes, materials, breaks and these meals:

- Lunch on Monday, Tuesday, Thursday
- Breakfast Monday through Friday
- Dinner on Sunday, Tuesday, Thursday

Basic Year 1  Basic Year 2  Basic Year 3

*Class size for Basic 1 is limited to 50 people.*

### IPSI Advanced OCTOBER 2 – OCTOBER 4

**\$225** early registration  
If payment is received before 9/9/11.

**\$275** late registration  
If payment is received after 9/9/11.

Registration includes classes, materials, breaks and these meals:

- Lunch on Monday and Tuesday
- Breakfast Monday, Tuesday and Wednesday
- Dinner on Sunday and Tuesday

Advanced IPSI

*Available only IPSI Alumni that have completed three years of Basic Institute.*

### PLEASE MAKE CHECKS PAYABLE TO:

APWA - Illinois Public Service Institute  
C/O Mary Bender  
POB 330  
LeRoy, MI 49655

**TAX ID 36-2202880**